

ATO

SERVICE CENTER STAND UP

Gus Nezer
Service Center Manager
Central Service Area
June 2006



**Federal Aviation
Administration**

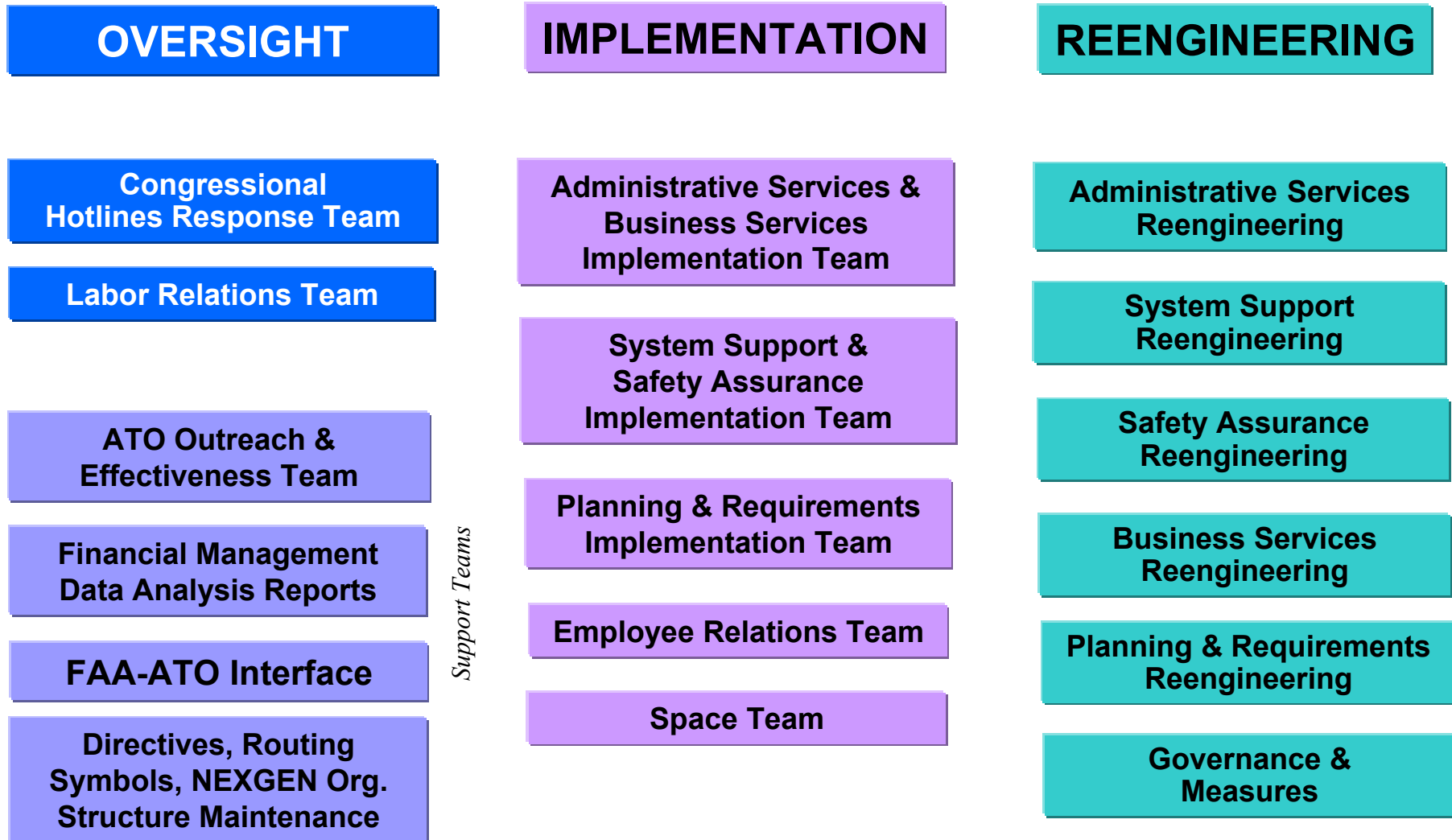
What You Will Hear Today

- Background
- Steps that got us to this point
- Stand up of Service Centers
- What happens to affected employees June 26th
- What happens between June 26th & December 31
- ATO Liaison roles and responsibilities
- Service area office structure
- Service area roles and responsibilities
- Service Center questions
- Points of contact & sources of additional info

Service Area Restructuring: 3 Phases

- **Phase 1**
Standing up the 12 ATO service areas
- **Phase 2**
 - Restructuring service areas and realigning staff into **three** service centers
 - Process reengineering in service centers
- **Phase 3**
Consolidation of field administrative staff

ATO Implementation Teams



Steps That Got Us to Stand Up

- ☒ **December 2005:** Announcement/Structure/ Implementation Briefings & Unions notified
- ☒ **January - April, 2006:** Voluntary Early Retirement offered
- ☒ **February 2006:** Briefed Unions and began bargaining
- ☒ **March 2006:** Notified by letter employees who occupy positions scheduled to be relocated
- ☒ **April 2006:** Briefed Affected Employees on Benefits and PCS Rules; Began issuing administrative reassignments
- ☒ **April 2006:** Initiated bids for Service Center opportunities
- ☒ **June 2006:** **In-Place Standup**

What Does “Stand-Up” Mean?

- Nine service unit service areas are replaced by three **FAA Service Areas**
- Three Flight Services service areas are replaced by two **Flight Services Information Areas**
- The Service Centers begin operating with employees in their current locations
- Service Center employees are mapped into one of the five groups
- Everybody continues to perform the same kind of work at stand up that they perform today
- Reporting structure, lines of communication and coordination are established

The “Reassignment Letter”: What It Is, What It Isn’t

- It is a notification of the employee’s group assignment into the Service Center
- It is not a notification that you will need to move
- If an employee has bid on a job or has another personnel action pending, this reassignment letter will not supercede that process

What Can Service Center Employees Expect?

- Your Supervisor may change
- Supervisors will receive direction from Group Managers
- Supervisors will:
 - Assign work
 - Monitor performance, provide feedback, facilitate completion of performance appraisals
 - Handle leave requests, work schedules, questions, problems, etc.



What Will I Find Out in My Group Meeting Later Today?

- **Who**

- Who is my supervisor?
- Who assigns my work?
- Who does my performance appraisal?
- Who approves my T&A?
- To whom do I go with questions?

- **What**

- What changes occur in my current work?
- What responsibilities will my supervisor have?
- What about my leave that has already been approved?

- **Where**

- Where do I fit in the Service Center structure?

What Happens Between Now & the End of December?

- Build the Service Center
 - Staff the Service Center
 - Relocate employees
 - Hire new employees
 - Space & logistical configuration
 - Transition workload
 - Migrate to three locations
 - Begin reengineering of processes

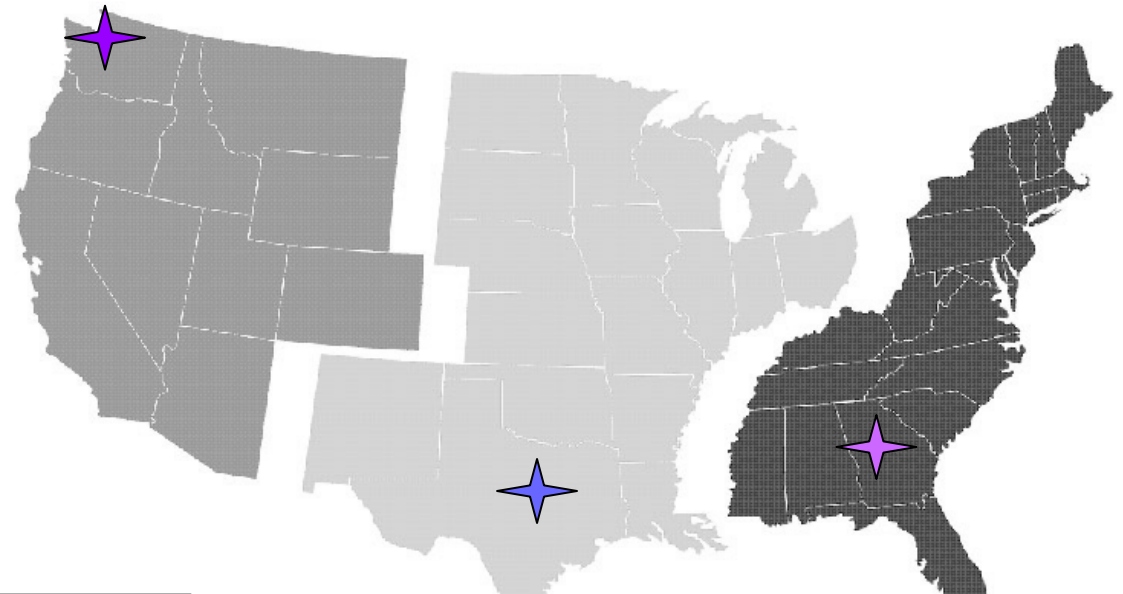


Staffing Through Transition

- Bids and opportunities
- Career progression
- Resource sharing
- Contract support



At Stand-Up, Service Area Leadership is Collocated in Three Area Offices



Western

Service Center Manager & Directors of Operations:

- Terminal
- En Route & Oceanic
- Technical Operations
- System Operations DTO

Central

Service Center Manager & Directors of Operations:

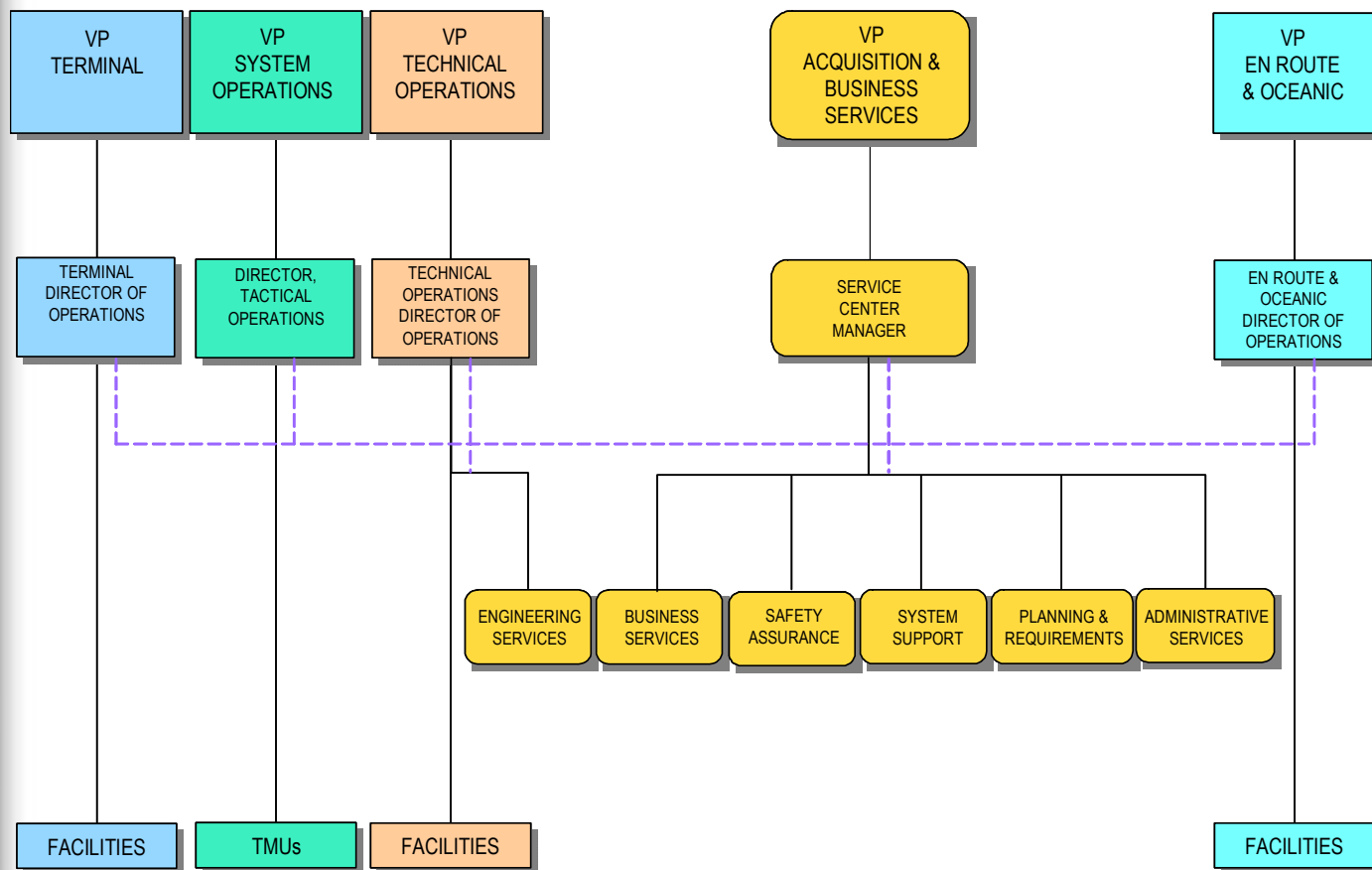
- Terminal
- En Route & Oceanic
- Technical Operations
- System Operations DTO

Eastern

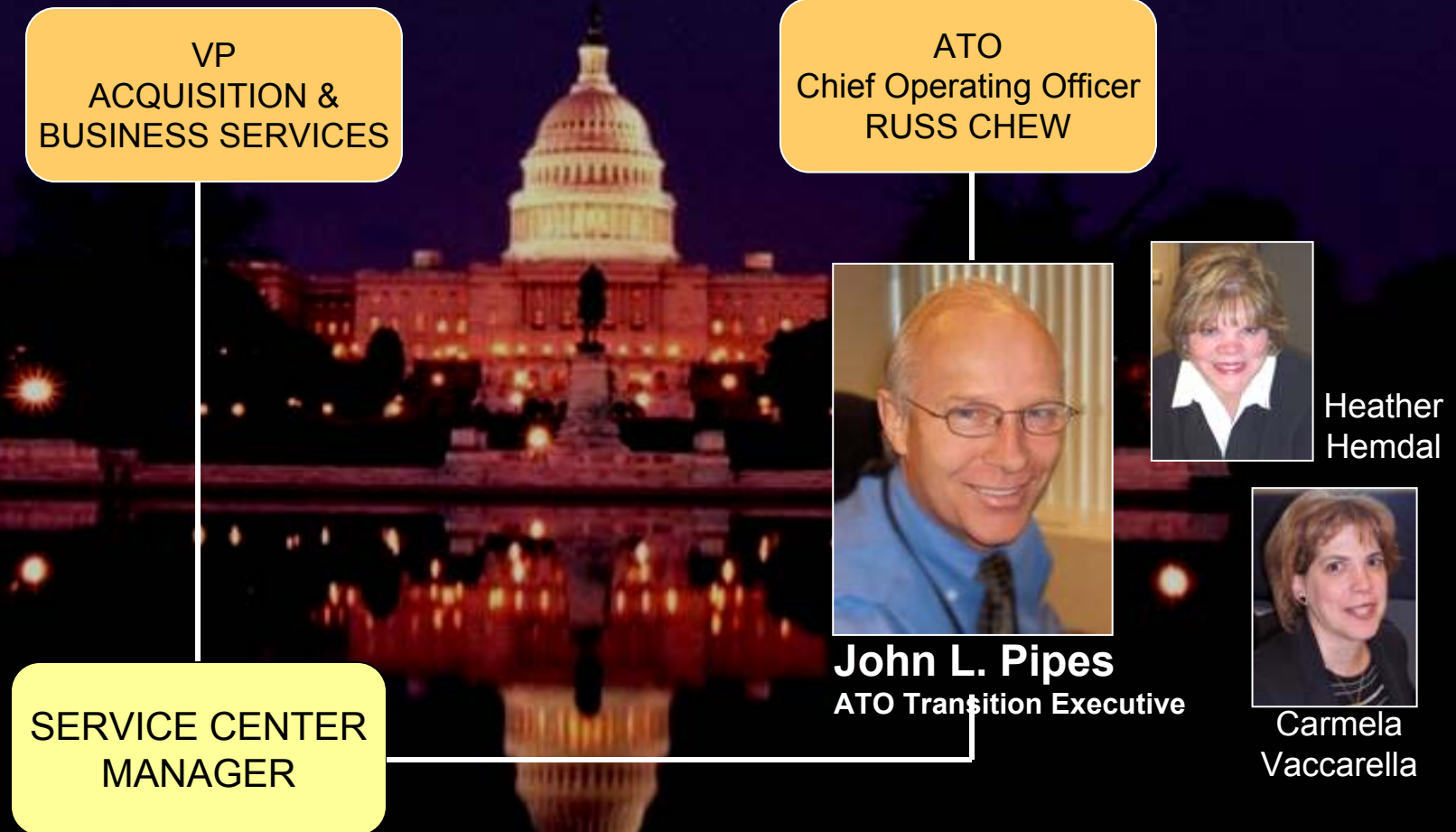
Service Center Manager & Directors of Operations:

- Terminal
- En Route & Oceanic
- Technical Operations
- System Operations DTO

Service Area Office Structure



Reporting Structure to HQ in DC



Eventually, the Service Center Manager will report to the Vice President of Acquisition and Business Services

ATO Liaisons



Patti Hickman

Central Service Area ATO Liaisons

- Patti Hickman (Kansas City)
- Dianne Bebble (Chicago)



Dianne Bebble

Role

- ATO point of contact to other FAA lines of business
- Contact point for the Regional Administrator
- Will be responsible for coordinating transition activities, property management, logistics

Service Center Managers



Western
J. Mark Reeves



Central
Gus Nezer



Eastern
Felix J. Enriquez

Role of Service Center Manager

- Is an ATO contact point for other FAA organizations
- Ensures necessary support is provided to Directors of Operations and others through operating agreements
- Is the reporting official for the group managers
- Manages implementation of Service Center structure and concepts

Central Service Area Directors of Operations

Central

Directors of Operations:

- **Terminal**

Nancy Kort

- **En Route & Oceanic**

Paul Sheridan

- **Technical Operations**

Jo Tarrh

- **System Operations DTO***

Rob Lowe

DTO = Director, Tactical Operations



ATO Leadership: Central Service Center Manager Gus Nezer

Group Managers	
Administrative Services	Gary Nielsen
Planning & Requirements	Tony Roetzel
System Support	Don Smith
Safety Assurance	Dave Medina
Business Services	Kyle Keifer

Group Managers

- Group manager position was created to facilitate horizontal integration within the ATO
- Manage performance to meet performance measures and targets identified in the operating agreement
- Group managers will help centralize the services previously provided by ATO personnel in each of the Regional Offices





Administrative Services Group Manager Gary Nielsen

Location	Supervisor
Chicago	Mike Keyworth
Kansas City	Patti Hickman
Fort Worth	Gary Nielsen

Roles & Responsibilities:

Administrative Services

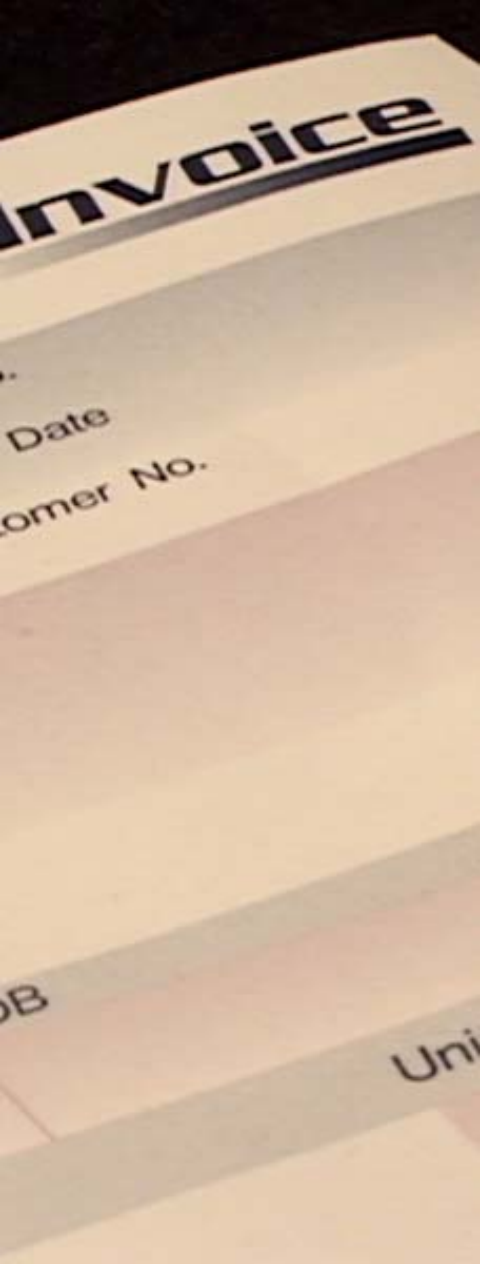
- Employee Services
- Training quota management
- Performance Analysis
- Operational metrics support
- Staffing and personnel management support





Business Services Group Manager Kyle Keifer

Location	Supervisor
Chicago	Debra Jordan
Kansas City	Patti Hickman
Fort Worth	Kyle Keifer



Roles & Responsibilities: **Business Services**

- Accounting and financial management support, CAS, LDR, funds certification
- Budget and cost analysis reporting
- Cost management analysis
- Assets and property management
- Procurement and contracting services, PR, SOW, IGCE, purchase cards
- Monitoring of procurement and capitalization of assets
- Personal and station property management of inventory services
- Support to annual budget formulation activities
- Materiel Management – FSEP spares, excess property management



Safety Assurance Group Manager David Medina



Location	Supervisor
Chicago	Dorothy Davis
Kansas City	Patti Hickman
Fort Worth	David Medina



Roles & Responsibilities: **Safety Assurance**

- Safety risk management
- Inspection/evaluation of non-federal facilities
- Oversight services, such as
 - Trend analysis
 - Monitoring compliance with directives and requirements for OSHA and other federal agencies
 - Support of safety initiatives
 - Assistance with incident and accident reporting



System Support Group Manager Don Smith

Location	Supervisor
Chicago	Randy Moore
Kansas City	N/A
Fort Worth	Don Smith



Roles & Responsibilities: System Support

- Airspace analysis support
- Management of airspace improvement projects
- Air Traffic procedures development support
- Special Events
- Emergency/Contingency Planning



Planning & Requirements Group Manager Tony Roetzel

Location	Supervisor
Chicago	Jody Oles
Kansas City	Patti Hickman
Fort Worth	Tony Roetzel



Roles & Responsibilities:

Planning & Requirements

- Assessment of facility needs & documentation of programs across the country
- Configuration management
- Non-Fed implementation
- Development of accurate/complete plans that link requirements and funds execution
- Budget formulation
- Integration of program cost estimates
- Program management

Roles & Responsibilities: Engineering Services

TECHNICAL
OPERATIONS

ENGINEERING
SERVICES

Direct Report to Technical Operations

- Design engineering
- Implementation
- Operations engineering
- Project management

Roles & Responsibilities: Employees

- **You are critical to the success of the ATO Service Center restructuring**
- **You need to continue to provide services, as you have in the past**
- **Keep your supervisors informed of any difficulties**
- **You need to ask questions --- and stay informed**



Later Today...

- This afternoon you will meet with your Group Manager who will provide more detailed info about stand up
- Each of you will receive information identifying:
 - Your Supervisor
 - Your ATO Liaison
 - The T&A Clerk responsible for your time & attendance
 - Contact information

Next Steps

- ☐ **June 2006:** Employee moves begin
- ☐ **July 2006:** Focus shifts to process reengineering
- ☐ **July - Dec. 2006:** Follow-up employee briefings
 - Process reengineering
- ☐ **July - Dec. 2006:** Staff to new organization
- ☐ **October 2006:** Engineering Services restructure plan complete
- ☐ **December 2006:** Employee moves completed



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Field Restructuring News

Group Managers Selected to Support ATO Service



Service Area Restructuring Frequently Asked Questions Now Online

Links

COO Announcement Letter

ATO Service Area Restructuring
Briefing

Service Area Office Location

Employees can get
updated facts about the
ATO Service Area
Restructuring at
<http://www.ato.faa.gov>

Restructuring
4/06]

Restructuring

Submit A Question ?

Internet

Other Questions?



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